

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT III –
Victim Services

SALARY GROUP: A13

DEPARTMENT: Victim Services Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Angela McCown DATE: 01/28/2015

POSITION #: 043009

I. JOB SUMMARY

Performs complex administrative support and technical program assistance work. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Participates in the planning and execution of an agency program; coordinates work between departments of the agency; assists in the development of administrative and technical assistance policies and procedures; and reviews and seeks solutions to problems.
 - B. Prepares, edits, and distributes correspondence, reports, studies, forms, and other documents; prepares and disseminates information concerning agency programs and procedures; and responds to inquiries regarding rules, regulations, policies, and procedures.
 - C. Maintains filing, record keeping, and records management systems to include automated information systems; compiles and enters data, makes calculations, and prepares reports; and assists in the preparation of presentations.
 - D. Researches, composes, designs, and edits agency publications, forms, manuals, and reports; attends meetings, takes notes, and prepares and distributes related information; and functions as liaison with agency staff, other agencies and organizations, and the public.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Public Administration, a Behavioral Science, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience.
3. Victim services experience preferred.

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in problem-solving techniques.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill to prepare and maintain complex records and files in an automated system.
10. Skill to review technical data and prepare technical reports.

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11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
12. Skill in the electronic transmission of communications.
13. Skill to type 45 words per minute (with no more than 10 errors) preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.